

STATE  
OF  
CALIFORNIA

SECRETARY OF STATE  
BUSINESS SERVICE OFFICER II (SPECIALIST)  
SPOT - SACRAMENTO



AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAWS OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL PROMOTIONAL FOR THE  
SECRETARY OF STATE, SPOT SACRAMENTO

WHO SHOULD APPLY:

1. Applicants must have a permanent civil service appointment with the Secretary of State as of the final filing date, in order to participate in this examination; or
2. Must be a current of former employee of the legislature for two or more years as defined in Government Code Section 18990; or
3. Must be a current of former non-elected exempt employee of the Executive Branch for two or more years as defined in Government Code Section 18992; or
4. Must be a person retired from the United States Military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991. Please include documentation of retirement or honorable discharge from the United States Military with your application.

For applicants under Items 2, 3 or 4, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete.

HOW TO APPLY

Applications are available and may be filed in person or by mail with:

Secretary of State  
ATTN: Mike Green  
1500 – 11<sup>th</sup> Street, Room 475  
Sacramento, CA 95814

DO NOT SUBMIT APPLICATIONS TO THE STATE  
PERSONNEL BOARD

FINAL FILING DATE: May 1, 2009.

Applications (Form 678) must be **POSTMARKED** no later than the final filing date. Applications personally delivered or received via interoffice mail after 5:00 pm on the final filing date will not be accepted for any reason.

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

**NOTE:** Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

QUALIFICATIONS APPRAISAL INTERVIEW:

It is anticipated that interviews will be held during May 2009.

SALARY RANGE: \$4,009 – \$4,874

ELIGIBLE LIST INFORMATION:

A departmental promotional eligible list will be established for the Secretary of State. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE  
EXAMINATION:

**NOTE:** All applicants must meet the education and/or experience requirements for this examination by the final filing date. Your signature on your application indicates that you read, understand and possess the basic qualifications required.

NOTE: ALL APPLICATIONS MUST INCLUDE  
"TO" AND "FROM" DATES  
(MONTH/DAY/YEAR); TIME BASE; CIVIL  
SERVICE CLASS.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "**Either I,**" "**Or II,**" "**Or III,**" etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**Either I**

One year of experience in the California state service performing the duties of a Business Service Officer I (Specialist or Supervisor); Procurement and Services Officer I; Hospital General Services Administrator I; or of a Staff Services Analyst, Range C, in a business service assignment.

**Or II**

**Experience:** Two years of technical experience beyond the Trainee level in one or a combination of the following:

1. Negotiation of commercial, industrial, or office leases for buildings; or
2. Management of industrial or office buildings with responsibility for maintenance, repairs, equipment and service; or
3. Preparation of working plans and technical specifications, and solicitation and awarding of bids for alterations to, construction or purchase of commercial, industrial, or office buildings or major equipment; or
4. Business service contract management and oversight.

(Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Officer I (Specialist or Supervisor))

**and**

**Education:** Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis).

**THE POSITION:**

Under direction, incumbents either (1) perform the more difficult and complex technical and analytical work of a business service nature in a wide variety of functions; or (2) in a medium to large business service office, are assigned responsibility for one or more of the most difficult and complex technical/analytical functions which are Facilities Planning and Acquisition and Contracts; or (3) in larger offices, may assist with the performance of most complex functions. Work typically includes the following elements relative to one or more of the most complex and difficult functions: Define problem areas, develop project plans for resolving identified issues, identify alternatives and recommend alternative courses of action; monitor results.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

BUSINESS SERVICE OFFICER II (SPECIALIST)  
KK65 – 4970

FINAL FILING DATE: 05/01/2009  
EXAM CODE: 9SS03

**EXAMINATION INFORMATION:**

This examination will consist of a qualifications appraisal interview weighted 100%. The interview will include a number of pre-determined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

**QUALIFICATION APPRAISAL INTERVIEW –  
WEIGHTED 100%**

**Scope:**

- A. Knowledge of:
1. State policies and procedures as it relates to Business Service processes (i.e., procurement, facility management, contracts, security, etc.)

- B. Ability to:
1. Communicate effectively to promote positive, collaborative, professional working relations among co-workers and outside entities (i.e., vendors, Department of General Services (DGS), etc.).
  2. Ability to follow directions to complete work assignments in a timely manner.
  3. Gain the confidence and cooperation of employees/vendors to establish and maintain good working relationships.
  4. Analyze situations accurately, reason logically, and take effective course of action in relations to daily business needs (i.e., procurement, facility, equipment, etc.)

**NOTE:** If conditions warrant, this examination may utilize an evaluation of each candidate’s experience and education compared to a standard developed from the class specification. For this reason, it is especially important that candidates take special care in accurately and completely filling out their application. List all experience relevant to the “Requirements for Admittance to the Examination” shown on this announcement, even if that experience goes beyond the seven-year limit printed on the application. Supplementary information will be useful to the staff doing the evaluation.

**Veterans’ preference points and career credits are not granted in promotional examinations.**

**GENERAL INFORMATION**

**It is the candidate's responsibility** to contact the Secretary of State's Personnel Office three days prior to the written test date if he/she has not received his/her notice.

**For an examination** without a written feature it is the candidate's responsibility to contact the Secretary of State's Personnel Office three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications are available** at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

**If you meet the requirements** stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The Secretary of State** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2 also persons retired from the United States Military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices. Veterans preference points are not granted in promotional examinations.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.**  
**California Relay (Telephone) Service for the Deaf or Hearing-impaired:**  
**From TDD phones: 1-800-735-2929**  
**From voice: 1-800-735-2922**